

Westcoast Customer Interface Multi-Factor Authentication (MFA) Enrollment Guide

Early Enrollment Version

April 21, 2022

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Westcoast Customer Interface Multi-Factor Authentication Enrollment

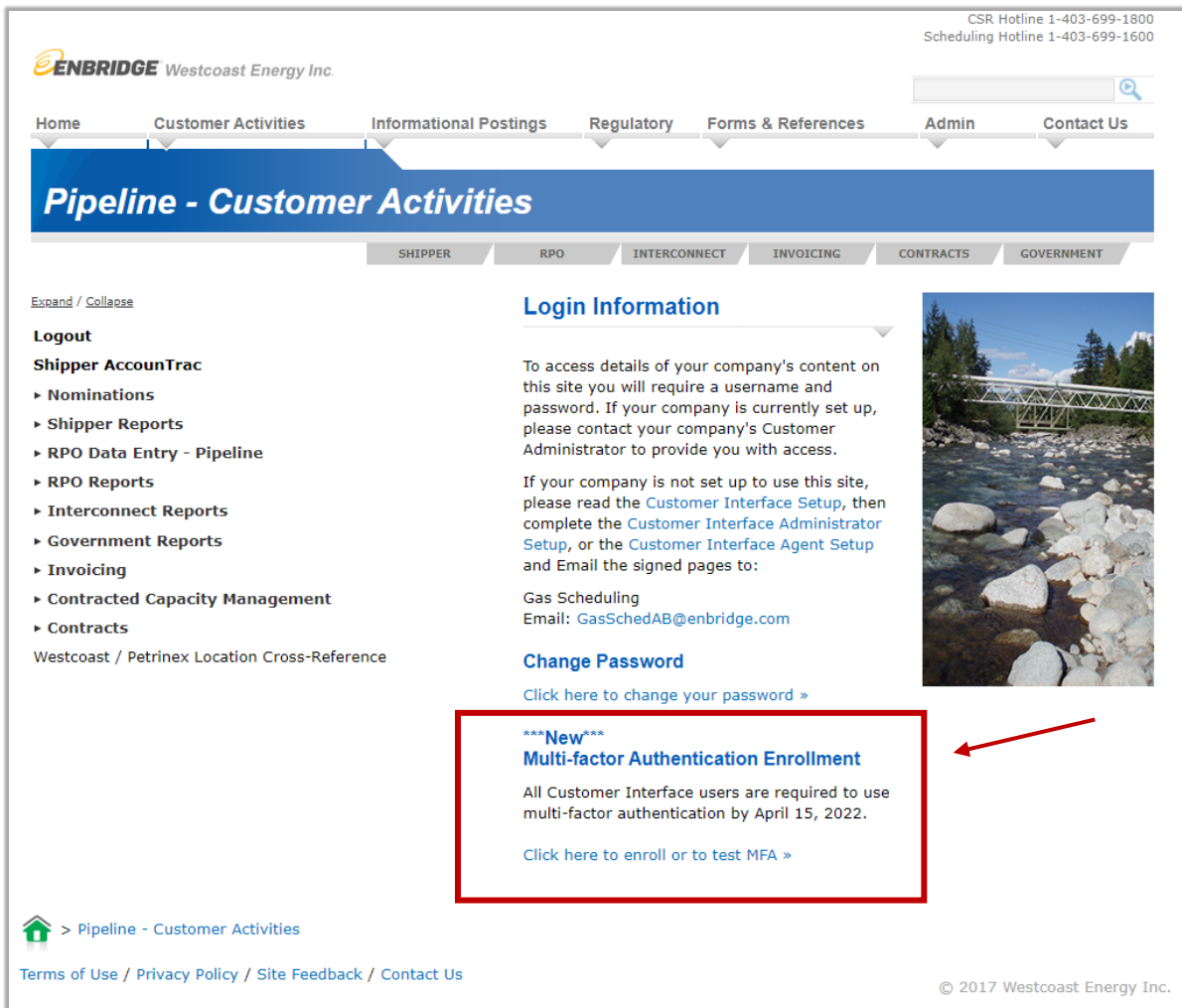
As part of ongoing efforts to ensure safe and reliable operations, Enbridge is introducing Multi-Factor Authentication (MFA) to the Westcoast Customer Interface (CI) web site. Users will be required to provide two forms of evidence of validation during the login process.

Enbridge is using Okta as the service provider for Multi-Factor Authentication. This document explains how to set up the service and test access to the CI web site using MFA.

If you experience issues, please contact the Scheduling Hotline at 1-403-699-1600.

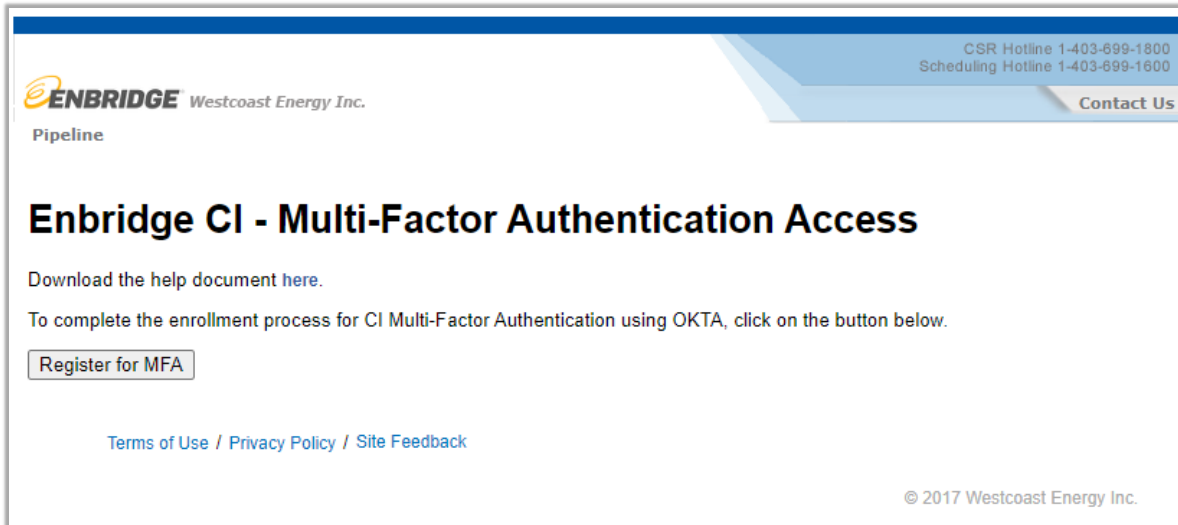
Accessing Multi-Factor Enrollment

Click the new link on the Customer Activities page (shown below) to begin the MFA enrollment process.



The screenshot shows the Westcoast Customer Interface website. At the top right, it lists "CSR Hotline 1-403-699-1800" and "Scheduling Hotline 1-403-699-1600". The navigation menu includes "Home", "Customer Activities", "Informational Postings", "Regulatory", "Forms & References", "Admin", and "Contact Us". The main heading is "Pipeline - Customer Activities". Below this, there are tabs for "SHIPPER", "RPO", "INTERCONNECT", "INVOICING", "CONTRACTS", and "GOVERNMENT". On the left side, there is a "Logout" section and a "Shipper AccounTrac" section with various links like "Nominations", "Shipper Reports", "RPO Data Entry - Pipeline", etc. The main content area has a "Login Information" section with text explaining that users need a username and password and should contact their Customer Administrator if not set up. Below this is a "Change Password" section with a link to "Click here to change your password >". A red box highlights a new announcement: "***New*** Multi-factor Authentication Enrollment". The text in the box states: "All Customer Interface users are required to use multi-factor authentication by April 15, 2022." and includes a link: "Click here to enroll or to test MFA >". A red arrow points to this announcement. At the bottom left, there is a home icon and the text "> Pipeline - Customer Activities". At the bottom, there are links for "Terms of Use / Privacy Policy / Site Feedback / Contact Us" and a copyright notice "© 2017 Westcoast Energy Inc."

The CI Multi-Factor Authentication Access page is presented with a link to this help document.
Click “Register for MFA”.

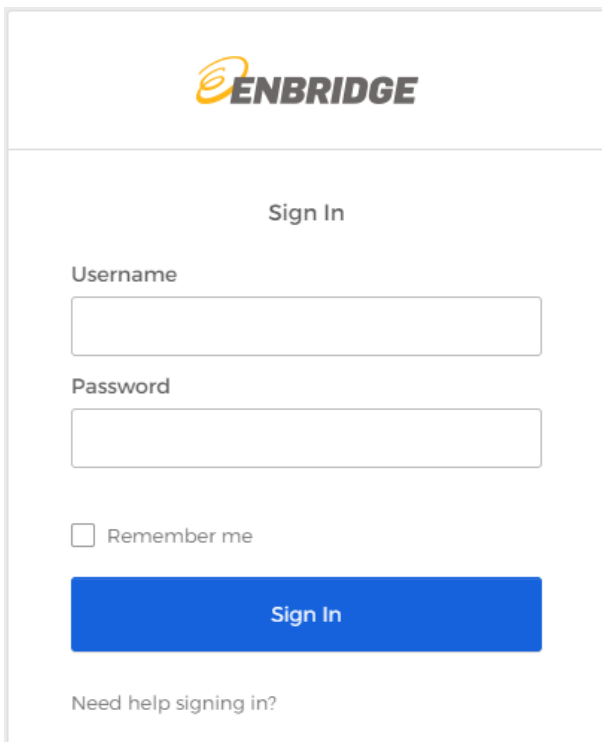


The screenshot shows a web page header with the ENBRIDGE logo and 'Westcoast Energy Inc.' on the left, and contact information on the right: 'CSR Hotline 1-403-699-1800', 'Scheduling Hotline 1-403-699-1600', and a 'Contact Us' link. Below the header, the word 'Pipeline' is displayed. The main heading is 'Enbridge CI - Multi-Factor Authentication Access'. Below this, there is a link to 'Download the help document here.' and a paragraph stating: 'To complete the enrollment process for CI Multi-Factor Authentication using OKTA, click on the button below.' A button labeled 'Register for MFA' is positioned below the text. At the bottom of the page, there are links for 'Terms of Use / Privacy Policy / Site Feedback' and a copyright notice: '© 2017 Westcoast Energy Inc.'

First Time Okta Login

A Login panel is presented asking for your Username and Password.

Enter your CI User account name and password, then click the “Sign In” button.



The screenshot shows a login form with the ENBRIDGE logo at the top. The form is titled 'Sign In' and contains the following elements: a 'Username' label above a text input field, a 'Password' label above a text input field, a checkbox labeled 'Remember me', a blue 'Sign In' button, and a link at the bottom that says 'Need help signing in?'.

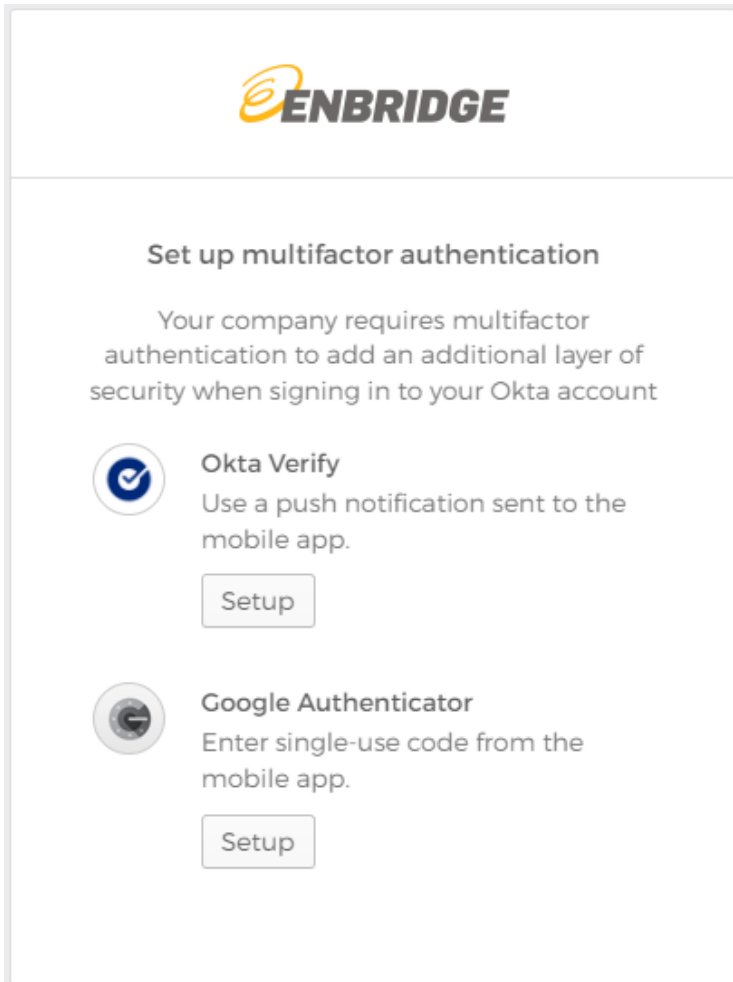
Factor Setup


The next panel presented is used to configure one of the “factors” used in the Multi-Factor Authentication process. Two enrollment options are available:

1. Okta Verify Page 5
2. Google Authenticator Page 13

Call the Scheduling Hotline at 1-403-699-1600 if you require more than one factor, wish to reset your factors, or have any issues with the setup process.


Click “Setup” once you have determined which method for authentication you would like to use. Proceed to the appropriate section for instructions.






Set up multifactor authentication

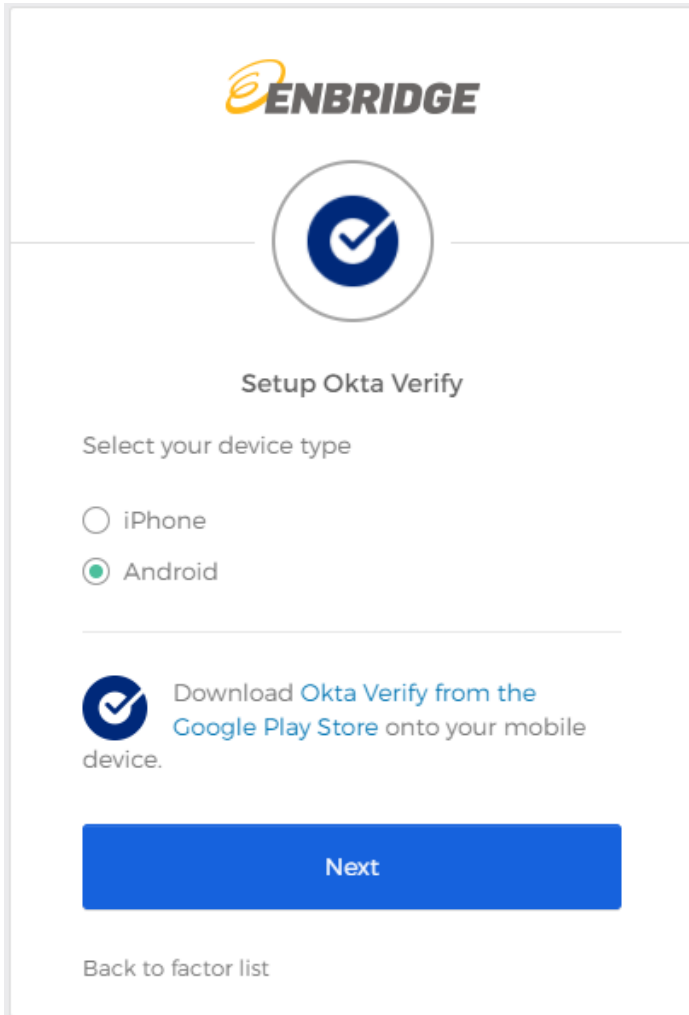
Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

 **Okta Verify**
Use a push notification sent to the mobile app.

 **Google Authenticator**
Enter single-use code from the mobile app.

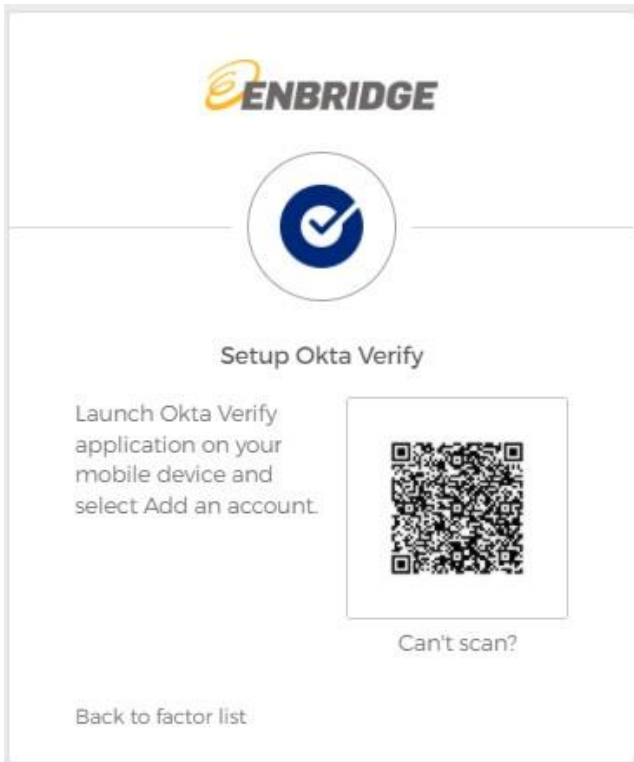
1. Okta Verify Setup

To setup Okta Verify as your method for authentication, you will need to select your device type. Based on your device type, you will be prompted to install the Okta Verify app on your smartphone from either the App Store or the Google Play Store.



The screenshot shows the 'Setup Okta Verify' screen. At the top is the ENBRIDGE logo. Below it is a circular icon containing a blue checkmark. The title 'Setup Okta Verify' is centered. Underneath, the text 'Select your device type' is followed by two radio button options: 'iPhone' (unselected) and 'Android' (selected). A horizontal line separates this section from the next. Below the line is a blue checkmark icon followed by the text 'Download Okta Verify from the Google Play Store onto your mobile device.' At the bottom of the screen is a large blue button labeled 'Next' and a link labeled 'Back to factor list'.

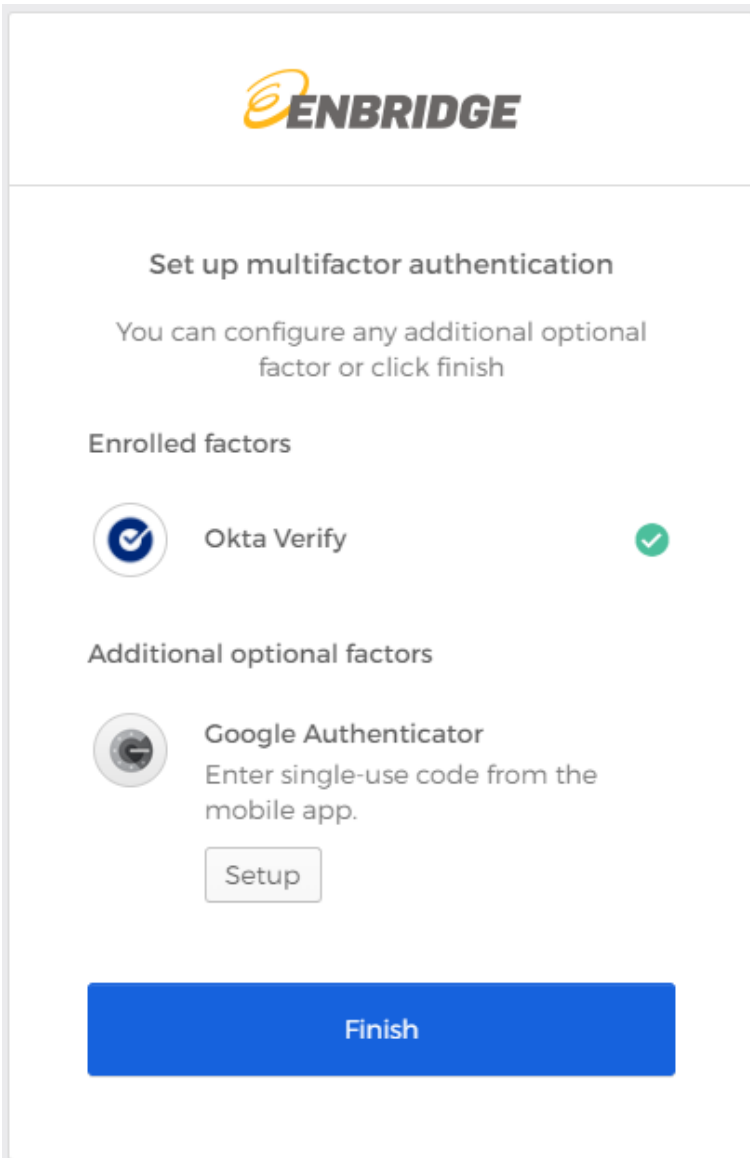
Click “Next” and a QR code for your CI account will be displayed. You **must** download the Okta Verify app onto your smartphone and then open it.



Installing Okta Verify app on your smartphone:

- From your phone, install the Okta Verify app from the App Store or the Google Play Store.
- Next, open the app on your phone and tap the “+” to add an account.
- Choose an account type of “Organization”.
- Click “Yes, ready to scan” in the app then point your camera at the computer screen and center the QR code in the white outline.
- If scanned successfully, your device will be enrolled, and you will see the new account added in the app.

Using your smartphone, scan the QR code on your computer. Once the QR code is scanned successfully the browser will present a panel indicating success:




Your smartphone will display the "Account Added" screen.

At this point in the process, you can choose to set up additional factors.

Click "Finish" on the Setup Multi-Factor Authentication panel.

You have now successfully enrolled for Multi-Factor Authentication for the CI web site.

CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600
[Contact Us](#)

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Multi-Factor Enrollment for Enbridge Customer Interface Successful

You have successfully completed the enrollment process for multi-factor authentication. At any time you can completely close the browser then re-select the enrollment link on the Customer Activities page to test the login process using your selected factor.

Thank you for enrolling.

[Return to Customer Activities.](#)

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1.1. Test MFA using Okta Verify

To test the process of logging in with Okta Verify completely close the browser then re-open. Next, navigate back to the Customer Activities page and click the MFA link again.

CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600

ENBRIDGE Westcoast Energy Inc.

Home Customer Activities Informational Postings Regulatory Forms & References Admin Contact Us

Pipeline - Customer Activities

SHIPPER RPO INTERCONNECT INVOICING CONTRACTS GOVERNMENT

Expand / Collapse

Logout

Shipper AccountTrac

- ▶ Nominations
- ▶ Shipper Reports
- ▶ RPO Data Entry - Pipeline
- ▶ RPO Reports
- ▶ Interconnect Reports
- ▶ Government Reports
- ▶ Invoicing
- ▶ Contracted Capacity Management
- ▶ Contracts

Westcoast / Petrinex Location Cross-Reference

Login Information

To access details of your company's content on this site you will require a username and password. If your company is currently set up, please contact your company's Customer Administrator to provide you with access.

If your company is not set up to use this site, please read the [Customer Interface Setup](#), then complete the [Customer Interface Administrator Setup](#), or the [Customer Interface Agent Setup](#) and Email the signed pages to:

Gas Scheduling
Email: GasSchedAB@enbridge.com

Change Password

[Click here to change your password >](#)

*****New*****

Multi-factor Authentication Enrollment

All Customer Interface users are required to use multi-factor authentication by April 15, 2022.

[Click here to enroll or to test MFA >](#)


[Home](#) > Pipeline - Customer Activities

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Click the Register for MFA button again.

CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600

 Westcoast Energy Inc. [Contact Us](#)

Pipeline

Enbridge CI - Multi-Factor Authentication Access

Download the help document [here](#).


To complete the enrollment process for CI Multi-Factor Authentication using OKTA, click on the button below.

[Register for MFA](#)

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Enter your credentials:



Sign In

Username

Password

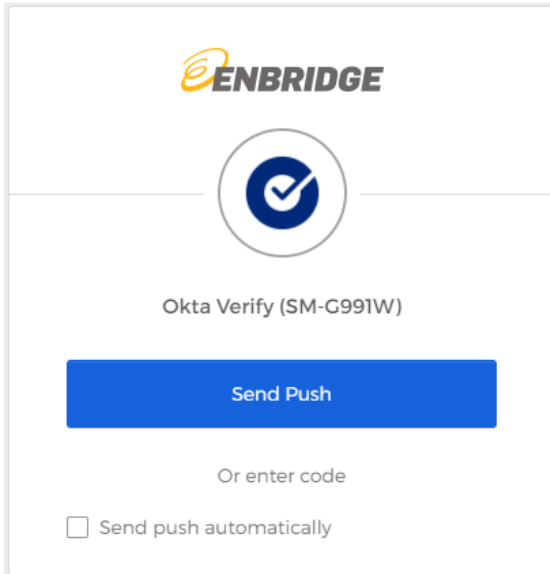
Remember me

[Sign In](#)

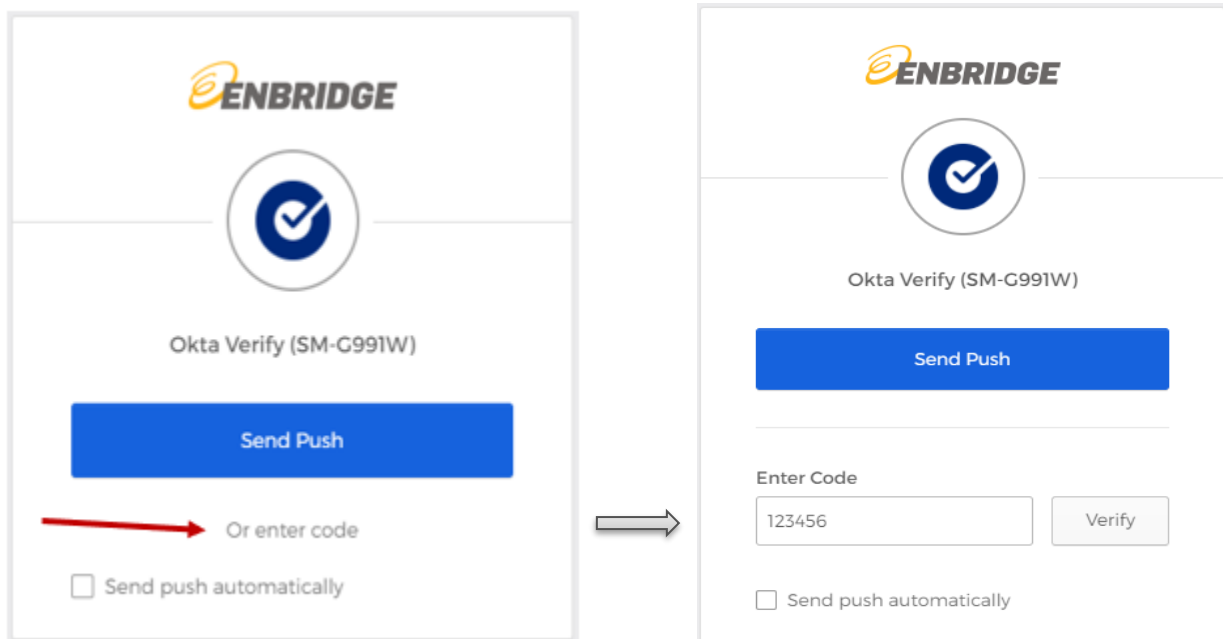
[Need help signing in?](#)

Now that Okta Verify is set up, you will have the option to (a) send a push notification to your smartphone OR (b) enter the code from the Okta Verify app:

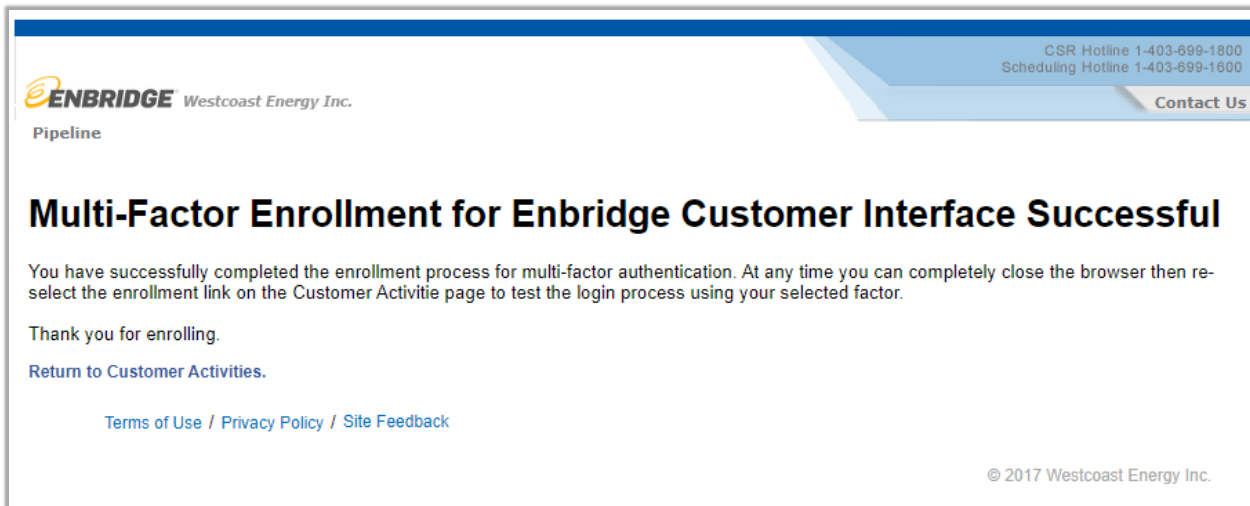
- (a) Click “Send Push”, then open the Okta Verify app on your smartphone and select “Yes It’s Me” to confirm. Note there is also a convenience option to send a push automatically each time.



- (b) As an alternative to a push notification, click the “Or enter code” option, then enter the code provided from the Okta Verify app and click “Verify”.



Next, you should then see the successful enrollment page again:





The screenshot shows a web page with a blue header. On the left is the Enbridge logo and "Westcoast Energy Inc." with "Pipeline" below it. On the right, it lists "CSR Hotline 1-403-699-1800" and "Scheduling Hotline 1-403-699-1600" with a "Contact Us" link. The main content area has a large heading: "Multi-Factor Enrollment for Enbridge Customer Interface Successful". Below this, it states: "You have successfully completed the enrollment process for multi-factor authentication. At any time you can completely close the browser then re-select the enrollment link on the Customer Activities page to test the login process using your selected factor." It then says "Thank you for enrolling." and provides a link: "Return to Customer Activities." At the bottom left are links for "Terms of Use / Privacy Policy / Site Feedback" and at the bottom right is the copyright notice "© 2017 Westcoast Energy Inc."

You have successfully enrolled for Multi-Factor Authentication for the CI web site.

2. Google Authenticator Setup

To setup Google Authenticator as your method for authentication, you will need to select your device type. Based on your device type, you will be prompted to install the app on your smartphone from either the App Store or the Google Play Store.





Setup Google Authenticator

Select your device type

iPhone

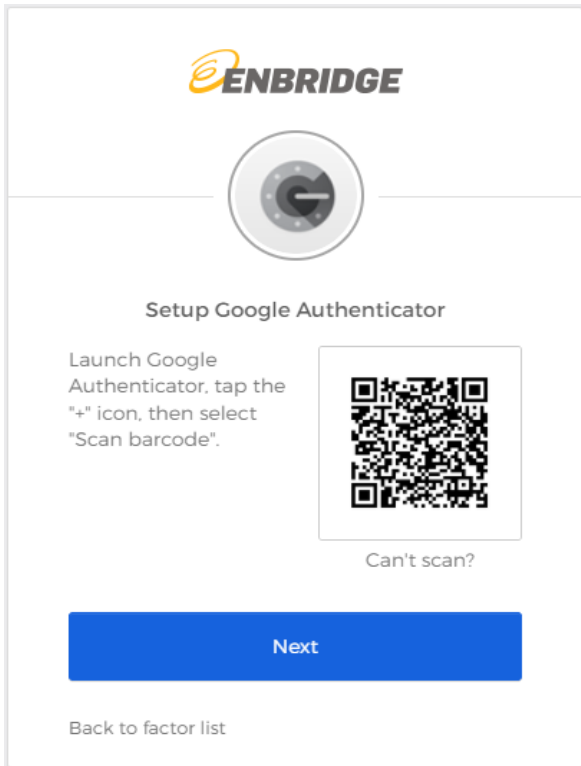
Android

 Download [Google Authenticator](#) from the [Google Play Store](#) onto your mobile device.

Next

[Back to factor list](#)

Click “Next” and a QR code for your CI account will be displayed. You **must** download the Google Authenticator app onto your smartphone and then open it.

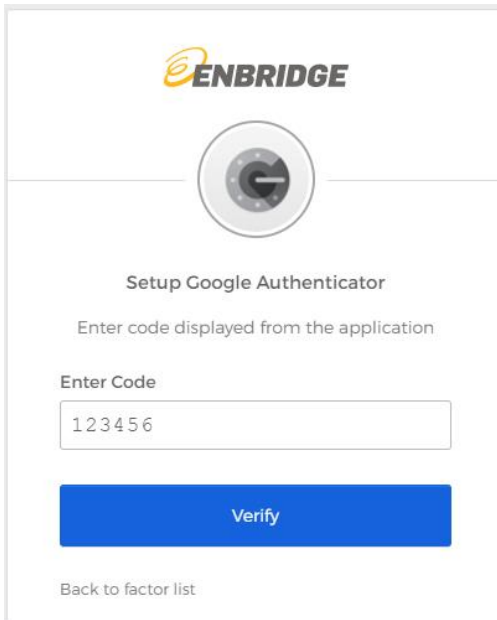


Installing Google Authenticator on your smartphone:

- From your phone, install the Google Authenticator from the App Store or the Google Play Store.
- Next, open the app on your phone and tap the “+” to add an account.
- Select “Scan QR Code”.
- Scan the QR code on the computer screen
- In the app press “Add Account”.
- If scanned successfully, your device will be enrolled, and you will see the new account in the app.

Once the QR code is scanned successfully, proceed to click “Next” in the panel shown above.

Enter the 6-digit code from the Google Authenticator app and click “Verify”:



ENBRIDGE

Setup Google Authenticator

Enter code displayed from the application

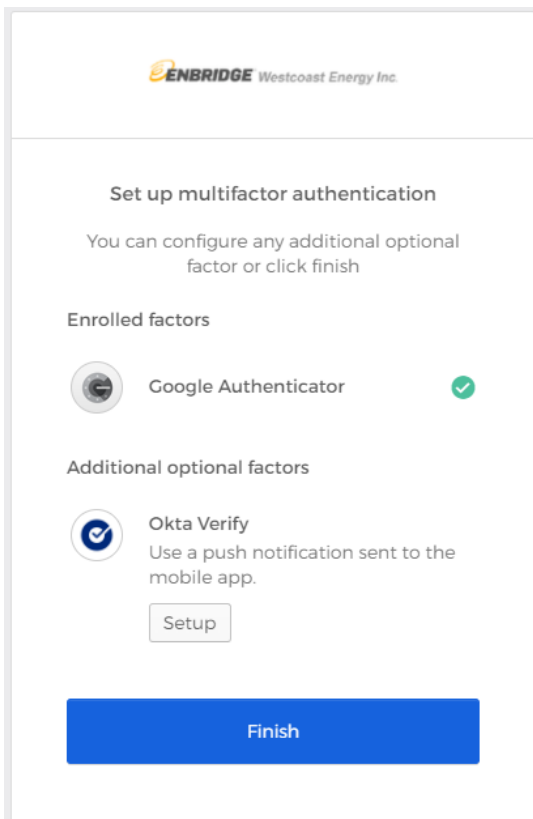
Enter Code

123456

Verify

[Back to factor list](#)

You have now successfully added Google Authenticator as an additional factor.



ENBRIDGE Westcoast Energy Inc.

Set up multifactor authentication

You can configure any additional optional factor or click finish

Enrolled factors

- Google Authenticator ✓

Additional optional factors

- Okta Verify
Use a push notification sent to the mobile app.
[Setup](#)


Finish

At this point in the process, you can choose to set up additional factors.

Click “Finish” on the Setup Multi-Factor Authentication panel.

You have now successfully enrolled for Multi-Factor Authentication for the CI web site.

CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600
[Contact Us](#)

 **ENBRIDGE** Westcoast Energy Inc.
Pipeline

Multi-Factor Enrollment for Enbridge Customer Interface Successful

You have successfully completed the enrollment process for multi-factor authentication. At any time you can completely close the browser then re-select the enrollment link on the Customer Activities page to test the login process using your selected factor.

Thank you for enrolling.

[Return to Customer Activities.](#)

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2.1. Test MFA using Google Authenticator

To test the process of logging in with Google Authenticator completely close the browser then re-open. Next, navigate back to the Customer Activities page and click the MFA link again.

CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600

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Pipeline - Customer Activities

SHIPPER RPO INTERCONNECT INVOICING CONTRACTS GOVERNMENT

[Expand / Collapse](#)

Logout

Shipper AccountTrac

- ▶ Nominations
- ▶ Shipper Reports
- ▶ RPO Data Entry - Pipeline
- ▶ RPO Reports
- ▶ Interconnect Reports
- ▶ Government Reports
- ▶ Invoicing
- ▶ Contracted Capacity Management
- ▶ Contracts

Westcoast / Petrinex Location Cross-Reference

Login Information

To access details of your company's content on this site you will require a username and password. If your company is currently set up, please contact your company's Customer Administrator to provide you with access.

If your company is not set up to use this site, please read the [Customer Interface Setup](#), then complete the [Customer Interface Administrator Setup](#), or the [Customer Interface Agent Setup](#) and Email the signed pages to:

Gas Scheduling
Email: GasSchedAB@enbridge.com

Change Password

[Click here to change your password »](#)

*****New*****

Multi-factor Authentication Enrollment

All Customer Interface users are required to use multi-factor authentication by April 15, 2022.

[Click here to enroll or to test MFA »](#)


[Home](#) > Pipeline - Customer Activities

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Click the Register for MFA button again.

CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600

 Westcoast Energy Inc. [Contact Us](#)

Pipeline

Enbridge CI - Multi-Factor Authentication Access

Download the help document [here](#).


To complete the enrollment process for CI Multi-Factor Authentication using OKTA, click on the button below.

[Register for MFA](#)

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Enter your credentials:



Sign In

Username

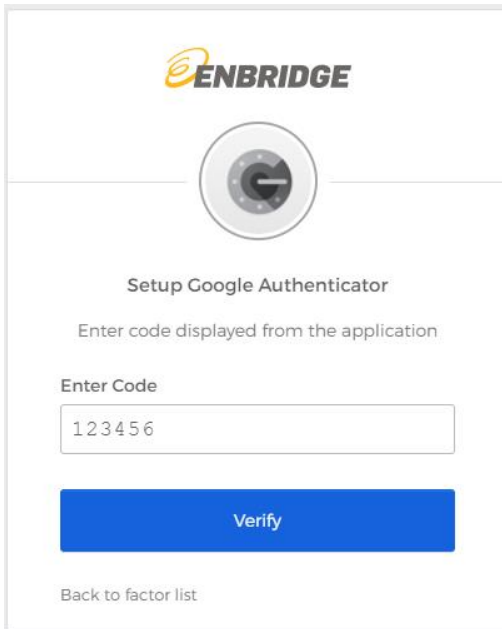
Password

Remember me

[Sign In](#)

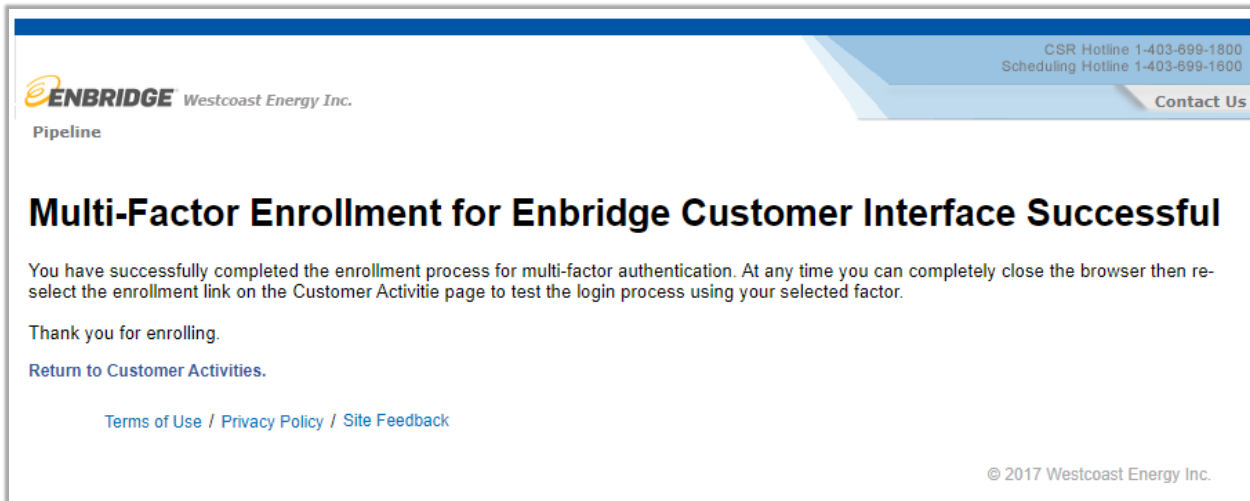
[Need help signing in?](#)

Enter the 6-digit code displayed in the Google Authenticator app here:



The screenshot shows a web page for setting up Google Authenticator. At the top is the ENBRIDGE logo. Below it is a circular icon representing the authenticator app. The text reads "Setup Google Authenticator" and "Enter code displayed from the application". There is a text input field labeled "Enter Code" containing the digits "123456". Below the input field is a blue button labeled "Verify". At the bottom left, there is a link that says "Back to factor list".

Next, you should then see the successful enrollment page again:

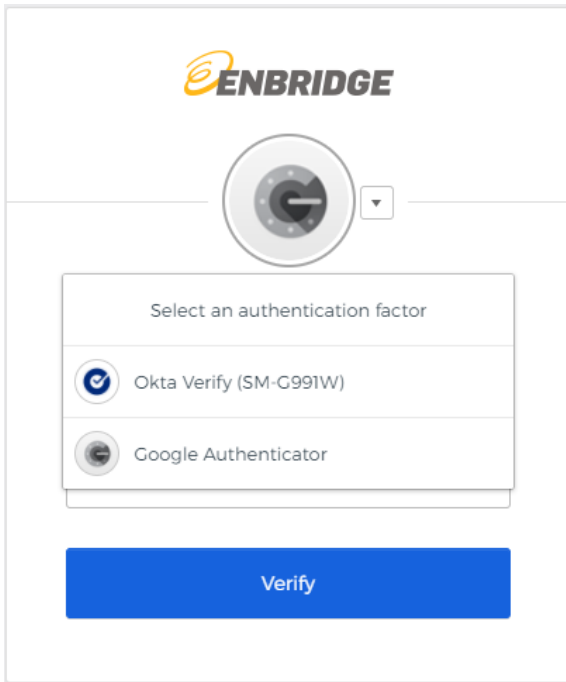


The screenshot shows a successful enrollment confirmation page. At the top left is the ENBRIDGE logo and "Westcoast Energy Inc." with the word "Pipeline" below it. At the top right, there are contact numbers: "CSR Hotline 1-403-699-1800" and "Scheduling Hotline 1-403-699-1600", along with a "Contact Us" link. The main heading is "Multi-Factor Enrollment for Enbridge Customer Interface Successful". Below this, the text states: "You have successfully completed the enrollment process for multi-factor authentication. At any time you can completely close the browser then re-select the enrollment link on the Customer Activities page to test the login process using your selected factor." It then says "Thank you for enrolling." and provides a link "Return to Customer Activities." At the bottom, there are links for "Terms of Use / Privacy Policy / Site Feedback" and a copyright notice "© 2017 Westcoast Energy Inc."

You have successfully enrolled for Multi-Factor Authentication for the CI web site.

Selecting Factors

If you have set up more than one factor, select the dropdown arrow beside the authenticator icon in this panel to switch between factors:



The screenshot displays the ENBRIDGE authentication interface. At the top, the ENBRIDGE logo is visible. Below it is a circular authenticator icon with a dropdown arrow to its right. A dropdown menu is open, showing the text "Select an authentication factor" at the top. Two options are listed: "Okta Verify (SM-G991W)" with a blue checkmark icon, and "Google Authenticator" with a grey circular icon. Below the dropdown menu is a blue button labeled "Verify".

Need more help?

If you have further questions, please call the Scheduling Hotline at 1-403-699-1600 or toll free at 1-877-675-6747.